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<i>First Name</i>		<i>Middle Name</i>		<i>Last Name</i>	
<i>Email Address</i>					
<i>Home Phone</i>		<i>Cell Phone</i>		<i>Work Phone</i>	

<i>Address</i>				
<i>Number</i>	<i>Street Name</i>	<i>City</i>	<i>Prov.</i> <b>ON</b>	<i>Postal Code</i>

**RENTAL UNIT**

*Property Owner*

*Check if not applicable*

<i>First Name</i>		<i>Middle Name</i>		<i>Last Name</i>	
<i>Email Address</i>			<i>Signature</i>		
<i>Home Phone</i>		<i>Cell Phone</i>		<i>Work Phone</i>	

*Delivery Address if different from above*

<i>Number</i>	<i>Street Name</i>	<i>City</i>	<i>Prov.</i> <b>ON</b>	<i>Postal Code</i>
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*Delivery Schedule*

<i>WILL CALL</i>  X	<i>AUTOMATIC DELIVERY</i>	<i>NUMBER OF TANKS/ CYLINDERS:</i>  1	<i>VALUE OF RENTAL EQUIPMENT:</i>  \$
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**COSTS**

<i>FUEL CODE:</i>	<i>TANK SIZE:</i>	<i>ANNUAL RENTAL:</i>	<i>SERVICE CALL COST:</i>  \$ /HR
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**BANKING INFORMATION**

<i>BRANCH :</i>	<i>TRANSIT :</i>	<i>ACCOUNT NUMBER:</i>	<i>VOID CHEQUE</i>
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◆ *Customer*  
 \_\_\_\_\_  
*Print* *Signature* *Date*

◆ *Witness*  
 \_\_\_\_\_  
*Print* *Signature* *Date*

**SEE TERMS AND CONDITIONS ON REVERSE →**

1. **Propane tanks/cylinders:** regulators under the lid of our rental cylinders remain the property of Highlands Propane. Propane fuel filling service, maintenance or relocation of Highlands Propane equipment is to be done ONLY by Highlands Propane personnel. Tanks/Cylinders are not to be painted by customers; Highlands Propane will not be responsible for any damage caused by a third party. Highlands Propane holds liability insurance to cover our equipment only and will not be responsible if unauthorized personnel alter the propane system. If the customer has another supplier deliver fuel to Highlands Propane equipment, the equipment will be removed. A credit will not be issued. Any unauthorized action contrary to the above is illegal and against code regulations.
  2. **Fuel prices:** are based on current commodity prices and may be adjusted according to commodity changes. Propane rates are based on a floating price scale. Highlands Propane does not guarantee fuel rates. This rental agreement is valid for a minimum of (one) year. Termination of this contract requires 30 days written notice. Annual tank rental will not be credited if account cancelled or closed. Customer is responsible for all costs if a tank must be removed due to termination of this agreement; Removal of propane tanks/cylinders is subject to an hourly restocking charge.
  3. **Payment** for all propane gas deliveries, sales or service performed for the customer will become due and payable 10 days from the date. Overdue accounts will be charged interest at the rate of 2% per month (24% per annum) **ACCOUNTS OVER TERMS WILL NOT RECEIVE FUEL UNTIL ACCOUNT IS PAID IN FULL.** Overdue accounts will be removed from the automatic delivery schedule and will not receive fuel until that route is rescheduled. Once your service has been suspended you will be serviced on a COD basis. Re-routing of the fuel trucks for COD accounts will be subject an additional off run delivery charge \$250.00. Accounts overdue are subject gas regulator removal. A service charge will be invoiced for the removal and re-connection of the regulator. The customer will be responsible for all additional charges incurred for collections.
  4. **Landlord/Tenant:** The landlord is responsible for all rental del & service invoice. A deposit is required from the tenant prior to delivery. A rental agreement must be signed by both parties. All tenants will be on a COD basis, Tenants must pay a deposit in the amount equal to the storage capacity of the tanks for an account to be in their name.
  5. **Changes to the propane system** will require re-inspection. An inspection is required by T.S.S.A, which will be invoiced to the customer. Highlands Propane will not be responsible for third party workmanship. All service calls will be invoiced directly to your account; if parts or additional visits are required the customer will be invoiced for each visit.
  6. **Notification of Property Transfer or Sale.** The Customer agrees that in the event that the property is sold or transferred during the period of this Agreement, he/she will notify the Company and the new owner within 30 days of the sale or transfer. At that time the new owner will be required to execute a new agreement. If no successive contract is executed, this Agreement shall terminate 15 days after the new agreement is offered.
  7. **Inspections** cover propane items and equipment visible and accessible to the service technician and represent the conditions existing on the date of inspection. It does not cover latent or manufacturing defects, the internal workings of sealed equipment, or structural components, and cannot be construed to cover future or unforeseen happenings. All equipment must be inspected and meet T.S.S.A. codes prior to fuel deliveries. Highlands Propane reserves the right to refuse connection, inspection or fuel deliveries if we find the system not to be in compliance with T.S.S.A code.
  8. **Customer agrees** to pay Highlands Propane for the low pressure regulator mounted on the outside of building if required. Customer agrees to pay Highlands Propane for Inspection and Connection of the entire propane system.
  9. **Access to the propane tanks** will be the responsibility of the homeowner. Snow, ice, tree branches, equipment and fencing are to be kept clear to allow access to the propane tanks. Highlands Propane shall not be liable for failure or delay in delivery through acts of god, strikes, labour disturbances, boycotts, unavoidable accidents, riots, wars, shortage of labour, materials or supplies, inclement weather. This includes but is not limited to snow, ice, flood or impassable road conditions or other conditions preventing delivery beyond the control of either party. Highlands Propane will have no liability for special, indirect or consequential damages.
  10. **Delivery Accounts** in good standing will be based on an automatic system, although this does not relieve the customer of their obligation to monitor their tank/cylinder and to call the office @ 30%. Any customer requesting to be "Will Call" must sign notification that they will be responsible to monitor the fuel in the tank and call the office @ 30%. The Will Call Customer shall receive fuel after notifying our office when we are scheduled for that area only. A rerouting charge will be invoiced if a fuel truck is dispatched for an out of gas call.
  11. **Customer is responsible** to know how to turn on and off all propane units in case of emergency or start up. If customer requires assistance lighting propane units, a service charge will be invoiced directly to your account. All NON-EMERGENCY calls are subject to an hourly service charge. Propane bulk truck drivers will not re-light units for customers.
  12. **Dogs** must be secured away from tank/ cylinder access at all times. If dogs are not secured, drivers have the right to refuse delivery for safety reasons.
  13. **Agreement MUST** be completed and signed prior to any service or fuel deliveries. This agreement allows Highlands Propane, access to property at any time to where the propane tanks/cylinders are located to refill, service, maintain or remove our rental equipment.
  14. **Paper invoicing** is available at \$2.00 per mailing (subject to change), electronic invoicing with a valid email address available at no charge.
  15. **Payment options**
    - Internet/Telephone banking
    - Cheques
    - Cash: you can visit our Fenelon Falls Office
    - Automatic withdrawal: variable or fixed payment
    - Visa / MasterCard American Express
- I have reviewed, agree and understand the above terms and conditions and have been given the opportunity to ask questions.

◆ **Print**

**Sign**

**Date**